

RAMSEY HEALTH CENTRE

Newsletter July 09

We offer the most extensive opening hours for Practices in the Ramsey area

Our opening hours are

Monday to Friday

8 am to 8 pm

Appointments

You are welcome to make an appointment with any of our Doctors.

Pre-bookable Appointments

For your convenience we offer a percentage of our appointments as "book in advance". These slots are available to any of our patients to book although they are geared toward people who work (being mainly at the beginning or end of the day).

Book on the Day Appointments

We always offer "book on the day" appointments with our GPs. If you need to see a doctor please contact the Surgery from 0800 Monday to Friday and we will try and offer you a time that suits you best. We

appreciate that our lines can be busy first thing, we try to answer calls as quickly as possible and appreciate your patience.



07907 794417

To cancel appointments

Should all the appointments be taken we always have a Duty Doctor available if you need to be seen.

Duty Doctor. Our dedicated Duty Doctor is available every weekday between 0800 and 1730. The Patient Services Team may ask the nature of your problem - this is purely to help the Duty Doctor prioritise calls.

Need to cancel your appointment?

We now have a dedicated number that you may leave a voicemail message or send a text to cancelling your appointment. Please ring **07907 794417** and leave your name and details of the appt you wish to cancel.

Patient Survey

◆The Department of Health intends to send surveys every 3 months to measure patient's opinion about their GP practice. This is used to help decide funding levels for the following year. You can help us by filling in all questions on such surveys as blank responses actually count against us.

◆If you need information about services that the Practice provides, especially if you haven't visited recently, please contact us or look at the Practice website (www.ramseyhealthcentre.co.uk).

◆Our aim is to provide a service that you are happy with. Any suggestions for improvements are always welcome via our Practice Manager.

Thank you

Dr Simon Brown
Managing Partner

Dispensary



Please only order sufficient medication for the current month. If you have accumulated medication please try and use this before ordering any more. However, do check the expiry date first.

Please bring any unused or out of date medication to either the Dispensary or your local chemist as we have special containers to dispose of unwanted medication safely.

If you need extra medication to cover a holiday please write a note to this effect on your prescription request slip and we will ensure you have sufficient.

New Dispenser

Miss Kelly Slack has recently joined our team as a trainee, once qualified Kelly will help to cover the evening surgeries.

**Please allow 2
working days
for your
repeat
prescription**

Dispensary Hours

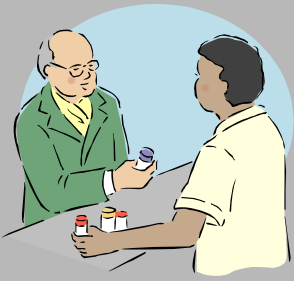
We continue to be open from 8am – 8pm
every weekday except WEDNESDAY
when the Dispensary closes at 5pm

Our telephones lines are available between
0930 and 1230
1430 and 1730
Fax No 01487 711801

MEDICATION REQUESTS

We are sorry we do not accept medication request over the telephone (except of course in an emergency) please request repeat medication by either using the repeat slip attached to the prescription, fax 01487 711801 or order by email at www.ramseyhealthcentre.co.uk

We normally ask for 48hours to process medication requests but if medication is required urgently please inform us and we will do our utmost to help



Nursing News



Our nursing team, lead by Sister Lynne Burrows, has increased in number. Two Health Care Assistants - Helen Heritage and Lorraine Norman - have joined the team which has enabled us to greatly increase the number of available appointments (in particular blood tests).

SMOKING CESSATION

Want to stop smoking?

Please contact Ramsey Health Centre to arrange an appointment in our Nurse-led clinics for help and advice regarding stopping smoking.

*EHIC
(was E111)
provides you
with free or
reduced cost
emergency
care within
EEA countries
Visit
www.ehic.org
for more
information*

Travel

If you are planning a foreign holiday please contact the surgery 4-6 weeks prior to your holiday for travel advice. Please be aware that there may be a charge as several vaccines are not available at NHS expense

Our dedicated travel clinic is held on Tuesday evenings, please contact the Health Centre to arrange an initial telephone consultation with our Travel Nurse.

Baby Clinic

As a response to comments from Parents, our Baby Clinic has now moved to Monday mornings to coincide with the Health Visitors' clinic. To ensure you are seen promptly the clinic will be run by booked appointment time between 0930 and 1130.



**Mondays
0930—1130**

www.ramseyhealthcentre.co.uk

Swine Flu

What are the symptoms?

Some of the symptoms are the sudden onset of **fever, cough** or **shortness of breath**. Other symptoms can include head-ache, sore throat, tiredness, aching muscles, chills, sneezing, runny nose or loss of appetite.

If you think you might have swine flu please **STAY AT HOME**. If possible check your symptoms on www.nhs.uk

Or call the Swine Flu information line on **0800 1 513513** to hear the latest advice

If you are still concerned please call **NHS Direct on 0845 4647** or alternatively call **Ramsey Health Centre on 01487 812611** and we will arrange for a GP to call you back.

Please do not come into the Surgery or local A&E department unless you are advised to do so or you are seriously ill because you might spread the illness to others. Please ask a "flu friend" to go out for you.

GENERAL FLU ADVICE

STAY AT HOME AND REST

DRINK PLENTY OF FLUIDS

TAKE MEDICINES LIKE ASPIRIN, IBUBROFEN OR PARACETAMOL (FOLLOWING THE INSTRUCTIONS)

CHILDREN UNDER 16 SHOULD NOT BE GIVEN ASPIRIN OR READY MADE FLU REMEDIES

The Health Protection Agency also advises maintaining good basic hygiene:

WASHING YOUR HANDS REGULARLY WITH SOAP AND WATER TO REDUCE THE SPREAD OF VIRUS

COVERING YOUR NOSE AND MOUTH WHEN COUGHING OR SNEEZING, USING A TISSUE AND DISPOSING OF DIRTY TISSUES PROMPTLY AND CAREFULLY

CLEANING HARD SURFACES (eg DOOR HANDLES) FREQUENTLY WITH NORMAL CLEANING PRODUCTS



COUGHS & SNEEZES
SPREAD DISEASES